



Air Passenger Protection Regulation Summary

December 15, 2019

If your flight is interrupted:

North Star Air will keep passengers regularly informed if there is a flight interruption.

North Star Air will provide our passengers information, including the nature of the interruption, as soon as possible through the following methods:

- An audible announcement
- Flight information display screens in airports where available
- Persons with disabilities may choose their preferred method of communication within the existing options provided by North Star Air

North Star Air will provide status updates of flights every 30 minutes until a new departure time has been set.

Depending on the length and type of delay, North Star Air may provide meal vouchers. Below is a breakdown of compensation you may be entitled to:

Delay/Cancellation Communicated less than 12 hours prior to scheduled departure

Length of Delay	Compensation Issued	Controllable Delay	Controllable but for Safety	Uncontrollable
2-6 hours	Meal Voucher** (as per applicable time of day)	Yes	Yes	No
2+ hours	Alternative travel arrangements (booking may be cancelled and	Yes	Yes	Yes
3-5.9 hours	Meal Voucher** (as per applicable time of day) Tier 1 Compensation	Yes	No	No
6-8.9 hours	Meal Voucher** (as per applicable time of day) Tier 2 Compensation	Yes	No	No
9+ hours	Meals, transportation, hotel**	No	Yes	No
9+ hours	Meals, transportation, hotel** and Tier 3 Compensation	Yes	No	No

**Meal vouchers, transportation and hotels will be offered on a when and where available basis. Due to the remote regions NSA operates to, compensation may not be available in all communities.



Delay/Cancellation Communicated 12+ hours prior to scheduled departure

Length of Delay	Compensation Issued	Controllable Delay	Controllable but for Safety	Uncontrollable
2+ hours	Alternative travel arrangements (booking may be cancelled and refunded)	Yes	Yes	Yes
3-5.9 hours	Tier 1 Compensation	Yes	No	No
6-8.9 hours	Tier 2 Compensation	Yes	No	No
9+ hours	Tier 3 Compensation	Yes	No	No

Denied Boarding (Overselling of Flights)

North Star Air does not intentionally overbook flights, but oversold flights may happen from time to time due to equipment changes. North Star Air must look for volunteers from all confirmed passengers before denied boarding may occur. In the unlikely event of denied boarding within North Star Air's control, a passenger may be entitled to compensation. Below is a table outlining the timelines of impact to the customer and associated compensation rates:

Delay to original arrival time and compensation amounts	
0-6 hours	Tier 1 Compensation
6-9 hours	Tier 2 Compensation
9+ hours	Tier 3 Compensation

Compensation Breakdown

If your travel is interrupted by a flight delay, flight cancellation or denied boarding, North Star Air passengers are entitled to compensation in the form of cash or travel vouchers redeemable for travel or freight shipments on North Star Air. Note only the greatest Tier applies in instances of compensation. Tiers are not added together when determining compensation amount.

Tier	Compensation Amount	Optional: Travel Voucher Offered
Tier 1 Delay/Cancellation	\$125	\$325
Tier 2 Delay/Cancellation	\$250	\$450
Tier 3 Delay/Cancellation	\$500	\$700
Tier 1 Denied Boarding	\$900	\$1,100
Tier 2 Denied Boarding	\$1,800	\$2,000
Tier 3 Denied Boarding	\$2,400	\$2,600

We will issue the compensation amount within 48 hours of notice, Monday-Friday 9-5pm.



Lost or Damaged Baggage

North Star Air's maximum liability for lost, delayed or damaged baggage is in accordance with CTA Air Passenger Protection Regulations. Passengers may be entitled to compensation in the event that baggage has been lost or damaged beyond normal wear and tear.

For improperly packaged pieces of baggage (i.e. perishable items not packaged in hard lined coolers, reusable tote or garbage bags) North Star Air will accept the baggage provided the passenger agrees to sign a Customer Cargo Waiver Form that releases North Star Air for any liabilities

A passenger must file a claim for expenses with the airline. For damaged baggage, the claim must be submitted within 7 days after the passenger receives the baggage. For potentially lost baggage, the claim must be submitted within 21 days after it was supposed to arrive.

If you suspect that your baggage has been lost or damaged, we recommend you notify a customer service representative at your destination within one hour of flight arrival.

For delayed, lost or damaged baggage while travelling onboard North Star, please visit the following link

<https://northstarair.ca/contact-us/missing-baggage-cargo-report/>

Transportation of Musical Instruments

North Star Air will allow musical instruments to be carried on-board or carried-out to aircraft (aircraft dependent) providing they meet the carry-on size and weight requirements.

Instruments may also be accepted as carry out and/or accepted as checked baggage as long as they are properly packed in a hard-sided case and meet the size requirements. North Star Air will accept instruments as carry out and/or checked baggage if they are not packaged properly (i.e. a soft sided case) provided the passenger agrees to sign a Customer Cargo Waiver Form that releases North Star Air for any liabilities. The instrument must meet the size requirement.

Should musical instruments be damaged or lost during travel, where the damage or loss is the result of mishandling by North Star Air, the maximum liability is \$2,100.00. In such instances the passenger must provide North Star Air with proof of original receipt or a professional appraisal. If the passenger declares that the monetary value is greater than North Star Air's maximum liability, the passenger must have declared the higher valuation at time of check-in and have been charged accordingly for additional coverage.

For more information on transportation of musical instruments, please visit:

<http://www.northstarair.ca/tariffs-pdf>



Seating of Children under the Age of 14 Years

North Star Air will seat fare-paying children under the age of 14 with their parents, guardians, or travel companions at no additional cost. North Star Air does not offer assigned seating and so it must be made known when pre-boarding the aircraft that there is a requirement to be seated together.

For customer service questions or complaints, contact: 1-844-633-6294 or by filling out the following:

For all new regulation highlights, visit:

<https://otc-cta.gc.ca/eng/air-passengerprotection-regulations-highlights>